

**TOPEKA POLICE DEPARTMENT POLICY AND PROCEDURE MANUAL
6.11 CITIZEN COMPLAINTS**

Standard Operating Procedure: Citizen Complaints		
6.11	EFFECTIVE: 5-15-2024	<i>Bryan Wheelles</i> Bryan Wheelles, Chief of Police
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	TOTAL PAGES: 2	

6.11.1 PURPOSE

To outline the procedures for receiving complaints against employees from the members of the public.

6.11.2 POLICY

Employees of the Department are held to high standards and must conduct themselves professionally at all times. To ensure these standards are met, all complaints against employees will be investigated. The Department will accept all complaints from community members. (Also see 3.15 Professional Standards Unit for more details)

6.11.3 PROCEDURE

A. Receiving Complaints:

1. Complaints may be received by any employee;
2. Employees will not interfere with, discourage, or delay the making of a complaint;
3. When possible, an on-duty supervisor will be summoned and the complainant will be referred to that supervisor;
4. If the complainant does not wish to wait for a supervisor, the following options are available to be offered for them to pursue their complaint:
 - a) Provide phone numbers to PSU of 368-9214 or 368-9573;
 - b) Provide email address of PSU members;
 - c) Provide Police Conduct Hotline number of 368-9595;
 - d) Provide phone number to City of Topeka Internal Investigator of 368-3763;
 - e) Email contact information to PSU and PSU will contact them;
 - f) Provide a Citizen Complaint Form;
 - g) Provide the website for complaint to be filed online: <https://www.topeka.org/tpd/complaints-compliments/>.
5. Received written complaints will be scanned and emailed to the Professional Standards Unit. Written Complaints are not required to be on the Citizen Complaint Form.
6. Occasionally, a community member's lack of information or a misunderstanding may result in a complaint. However, if the information or explanation provided by the Department employee

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immediately resolves the matter to the citizen's satisfaction, and there is no apparent policy or legal violation, no further action is necessary. If the community member insists on filing a complaint, a complaint will be taken.

7. If a BWC has been issued to a supervisor/employee fielding the complaint, the Interaction will be recorded using such.

B. Supervisor responsibility:

1. If the matter has not been resolved to the community member's satisfaction, a complaint shall be taken;
2. Ascertain which option listed in A.4. is preferred by the complainant and assist with such;
3. Should the complainant choose any option other than submitting a written complaint, forward information via email to PSU of the interaction;
4. If the complainant provides a written complaint, scan and forward to PSU via email.